

NETWORK MANAGER REPORT



OCTOBER 2007

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

During the month of October, Alabama Interactive (AI) implemented 3 new applications and completed change management updates for 10 additional applications. Year to date, AI has released a total of 21 new applications to production, surpassing the goal for 2007 of 20 new services. AI currently has applications in production for 39 State agency partners.

Highlights for the month were:

- The month of October resulted in an increase for payments through the Alabama Department of Education from the previous year. There was over 48% more payments made this year in October than in 2006.
- AI completed a merchant service application for the Alabama Department of Conservation and Natural Resources. This application allows constituents to pay online for a duplicate hunter's education certificate.
- Alabama Board of Nursing Advanced Practice application was completed and moved into production. This application will allow registered nurses to complete their initial licenses online.
- The Department of Revenue had a 56% increase compared to last October in the adoption of their online internal fuel tax agreement (IFTA) application.
- A new application was launched for the Alabama Board of Veterinary Medical Examiners. This application will allow for Veterinarians to renew their licenses, premise permits, and controlled substance registration online.
- The Alabama State Board of Professional Engineers and Land Surveyors realized a 15% increase in online license renewals in October compared to the previous year. This year the Board decided to switch from the convenience fee method to the transaction fee method. This has eliminated the service fee to the constituent.
- AI updated the Alabama State Board of Social Work Examiners license renewal by providing an audit feature. This will eliminate previous continuing education requirements that licensees submit all CE information to the board. Only those selected by audit will be required to submit their CE information.

Marketing

During the month of October, AI met with the Department of Revenue and leaders from statewide municipalities. AI discussed the possibility of providing business license renewals for municipalities throughout the state to help these cities become more efficient and provide their constituents with the convenience of renewing business licenses online.

AI designed a professional marketing advertisement catered to the kids of the state of Alabama. The advertisement was featured in the YMCA's "Day of Football and Cheerleading" program which is distributed to all children involved with athletics at the YMCA. The advertisement showcases kids section found within alabama.gov where the children can locate information on state facts, webcams, multimedia security tips and many other youth focused services. While the focus of the advertisement is to make children aware of all that alabama.gov has to offer, the goal is to also cleverly invite their parents to use the site to discover features and services such as license renewals, hunting and fishing licenses, news alerts and over a hundred additional services.

Customer Service

The customer service team has been busy this October during the peak of renewal season. The team has assisted many constituents in renewing their professional licenses as well as supporting calls for technical assistance. The customer service team has worked closely with the project managers and developers to provide better application functionality for constituents.

With a growing number of applications, the customer service team responds to a high volume of requests each day. This month the team noticed a large increase in chats and questions regarding information about the State of Alabama and its government agencies. Some of the calls the customer service team fields on a regular basis may include clarification of AI charges appearing on their credit cards to requesting duplicate copies of their receipts that they may have failed to print at the time of their renewal. While some calls are to verify that they did in fact renew their license successfully.

The customer service team has recently accepted the role of working with agencies who request training on the NIC payment engine and intranet reports. The team assisted partners by resetting passwords as well as setting up new users for these reports.

Development

The AI Dev-Share team had two meetings during the month of October. During the first meeting the team discussed redaction processes and the steps required to complete the redaction process for the Secretary of State's UCC project. This process includes image conversion and manipulation, upload scripts, image redaction processing, PDF creation, and TIFF image creation from a PDF. This process required the involvement of the entire development staff to carry out and was a good collaborative effort and experience. During our second meeting the team discussed additional ways of programmatically preventing duplicate charges/transactions from occurring. Currently our applications have three layers of preventative measures to decrease the possibility of these occurrences.

PROJECT REPORT

Completed New Applications for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
Alabama LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	05/31/2007
Alabama Department of Public Safety	Merchant Services for Reinstatements	This application replaced an existing system which was expiring.	06/07/2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	06/15/2007

Alabama Real Estate Commission	Course Renewals	Renewal application for courses	06/15/2007
Alabama Board of Respiratory Therapy	License Renewal	This application will allow respiratory therapists to renew their licenses online.	08/01/02007
Alabama State Board of Auctioneers	License Renewal	This application will allow auctioneers and apprentices to renew their licenses online	08/15/2007
Alabama State Board of Cosmetology	Salon License Renewal	This application will allow salon owners to renew their licenses online	09/01/2007
Alabama State Board of Cosmetology	Booth License Renewal	This application will allow booth owners to renew their licenses online	09/01/2007
Alabama Department of Insurance	Merchant Services	This application will allow licensees to pay for services online.	09/26/2007
Alabama LP Gas Board	Monthly Gas Payments	This application will allow for distributors to pay their monthly gas payments	09/24/2007
Alabama LP Gas Board	Permit Renewal	This application will allow for liquefied petroleum permit renew their licenses online	09/24/2007
Alabama Board of Optometry	License Renewal	This application will allow optometrists to renew their licenses online	09/28/2007
Alabama Department of Conservation and Natural Resources	Hunters Education Merchant Services	This application will allow for hunter's to pay for a	10/01/2007

Alabama Board of Nursing	Advanced Practice License Renewal	This application will allow for advanced practice nurses to complete their initial license online.	10/10/2007
Alabama Board of Veterinary Medical Examiners	License Renewal	This application will allow for veterinary.	10/01/2007

Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007
Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007

Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007
HVAC	Survey Update	This update provides a survey on the current application	05/01/2007
Alabama Department of Finance, ISD	alabama.gov version 5	Update of alabama.gov for 2007	05/28/2007
State Motor Pool	Update to only allow 5 day rentals	Update to only allow vehicles to be rented for five days	05/21/2007
Alabama Department of Conservation and Natural Resources	Additional counties added; plus updates to previous site	Alligator Hunt Request	05/31/2007
Alabama Department of Public Health	History Update	Public Health facility renewal history archiving system.	06/21/2007
Alabama Foresters	2007 License Year Updates	2007 License Year Updates	06/30/2007
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	07/15/2007
Alabama Board of Interpreters and Translators	2007 Updates	Additional fields added to current application	08/01/2007
Alabama Board of Physical Therapy	2007 License Year Updates	Update allowing business type to be selected.	08/01/2007

Home Builders Licensing Board	2007 Updates	Updates to existing license renewal application	08/10/2007
Home Medical Equipment Service Providers	2007 Update	Added American Express, Discover, and E-check as methods of payment	08/09/2007
Real Estate Appraisers Board	Update to renewal application	Will focus on CEs and the new renewal year	08/10/2007
Alabama Board of Nursing	2007 LPN License Year Updates	Updates allowing LPN's to renew this license online	09/01/2007
Alabama Board of Electrical Contractors	2007 Updates	Updates to existing license renewal application	09/01/2007
ISD IT Strategic Planning	2007 Update	Application for IT Strategic Planning	09/04/2007
Alabama Department of Public Health	Update to facility renewal application	Updates to existing license renewal application	10/01/2007
Alabama Department of Revenue	Business Privilege Tax	Updates to the existing application	10/01/2007
Alabama State Board of Social Work Examiners	2007 Updates	Updates to existing license renewal application	10/01/2007
Alabama Board of Pharmacy	Update to renewal application	Update to the existing Pharmacy Tech license renewal application	10/01/2007

Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Updates to existing license renewal application	10/03/2007
Alabama Heating and Air Conditioning Contractors	Update to renewal application	Updates to the existing application	10/01/2007
Alabama Home Builders Licensure Board	2007 Updates	Updates to existing license renewal application	10/01/2007
Alabama Board of Examiners for Speech Pathology and Audiology	Update to renewal application	Updates to existing license renewal application	10/01/2007

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006

Alabama State Board of Social Work Examiners	Private Independent Practice	Allows Independent practice certification renewals	This application is in agency testing.	October 2007
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in agency testing.	June 2007
Alabama Department of Revenue	VIN Check	Allows users to gain limited information on a vehicle prior to a purchase	This application is in agency testing.	December 2007

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	TBD
Alabama Licensure Board for Interpreters and Transliterators	Certificate generation	Application to allow the printing of certificates online	This application is in development	TBD
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Alabama Department of Revenue	Abandoned Vehicle Title Search	Allows towing companies the ability to complete the research process to make a claim	This application is in development	TBD
Secretary of State	UCC Searches	Application to redact SSN from UCC documents		

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	add renewal and gift option to subscription	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007

SERVICE REQUESTS

Service Request #136

Home Builders Licensure Board – Expired Inactive Corporation Application

Alabama Interactive requests and recommends this service for the Alabama Home Builders Licensure Board to be added to the network. The expired inactive corporation application will be a convenience fee service and will be developed at no cost to the Board.

Service Request #137

Alabama Department of Public Safety – eCrash/Accident Reports

Alabama Interactive requests and recommends this service for the Alabama Department of Public Safety be added to the network. The eCrash application is a component to the accident reports that will be developed at no cost to the Department. Accident reports will be a convenience fee service.

Service Request #138

Alabama Secretary of State – Farm Filings

Alabama Interactive requests and recommends this service for the Alabama Secretary of State to be added to the network. The farm filings application is a component to UCC filings that will be developed at no cost to the Department. Farm filings will be a convenience fee service.

Service Request #139

Alabama Board of Heating and Ventilation Contractors – Initial Exam Application

Alabama Interactive requests and recommends this service for the Alabama Board of Heating and Ventilation Contractors be added to the network. The initial exam application will be a convenience fee service and will be developed at no cost to the Board.

Service Request #140

Alabama Board of Landscape Architects – License Renewal

Alabama Interactive requests and recommends this service for the Alabama Board of Landscape Architects to be added to the network. The online license renewal application will be a convenience fee service and will be developed at no cost to the Board.

MONTH IN REVIEW

Total October AI Network Transactions	278,458
Average Successful Request per Day:	8,983
Total October alabama.gov Visitors:	300,679
Total October alabama.gov Page Views:	1,951,170
Total October alabama.gov Chats or Offline Messages from Live Help:	942

OPERATIONS & ADMINISTRATION

In October, NIC hosted the 5th annual partner conference in the Beautiful State of Oregon. During this learning session the group listened to presentations from Tara Hunt (Co-Founder and CMO for Citizen Agency), Doug Robinson (Executive Director for NASCIO), Cathilea Robinett (Executive Director for the Center for Digital Government), and Peter Harkness (Editor and Publisher for Governing Magazine). The knowledge gained from these presenters ranged from Web 2.0 and applying Global eGovernment best practices to Government leadership perspectives to challenges facing state technology leaders.

OTHER BUSINESS/IN CLOSING

In closing, October was a very successful month for the portal with the launch of three new applications, ten enhancements, and increased adoptions in many of the long standing applications developed by AI through the eGovernment program. We look forward to an exciting November with several preliminary meetings scheduled with agencies for future services.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright